



# ANNUAL REPORT 2020-2021



Multicultural Disability Advocacy  
Association of NSW Inc.

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**Toll Free 1800 629 072**  
**[www.mdaa.org.au](http://www.mdaa.org.au)**





**Multicultural Disability Advocacy Association  
of NSW Inc**

***ANNUAL REPORT  
2020-2021***

# Chairperson's Message



## Governance Committee Milestones for 2020/2021

Although a challenging year due to the COVID-19 pandemic, this financial year was still a fulfilling one for the Governance Committee (GC). MDAA marked 25 years as an incorporated organisation on 5 September 2020. We believe we have achieved so much in that time and appreciate all the efforts and contributions of our members, consumers, GC members, staff and management of MDAA.

The GC have met a total of 13 times in this financial year.

There were the following sub committees which were comprised of the following members:

- Policy Review Sub-Committee- Arnold Agda and Robina Yasmin
- Finance Sub-Committee - Paul Caesar; Mary Kumar and Quang Nguyen
- Human Resources Sub-Committee- Sarah Butler; Vivi Germanos-Koutsounadis and Cathy Naing
- Fundraising Sub-Committee- Mary Kumar; Cathy Naing; Edwin Ikwu and Quang Nguyen
- Membership Sub-Committee- Paul Caesar, Robina Yasmin and Arnold Agda

These were our initiatives in the financial year 2020-2021 and we want to share to the MDAA membership the work done by our hardworking GC.

- Regular review of MDAA's policies and procedures carried out with Systemic Advocate
- Participated in the external surveillance Audit carried out as per funder requirements on October 28-30 2020
- Attended meetings with our funders as well as politicians from both major parties to lobby them regarding our members and consumer issues. We have met with the Hon Penny Sharpe MLC, Julia Finn MP and Kate Washington MP from the Labor party as well as the Hon Matt Kean MP and the Hon Anthony Roberts MP from the Liberal party.
- MDAA Chairperson, Vivi Germanos-Koutsounadis, was awarded the Aspire Award by the Supreme Court of Melbourne for her outstanding contribution to the community. She received the Medal of Recognition for Individual Best Achievement in Human Rights.
- Processing of membership applications received and approved by the GC with support of the Admin Team
- Conducted the Annual Performance Review of the Executive Director.
- Recruitment and induction of one new co-opted GC member (Edwin Ikwu)
- Approval of renovations of the training room in our Granville head office. This included installing a dividing wall, CBSO Office area and a kitchenette for food preparation
- In March of this year MDAA conducted a membership satisfaction survey with positive feedback and updated our membership database.
- The GC created a Membership Sub-Committee headed by Paul Caesar
- Nomination of our volunteer, Anthony Borg, for Blacktown City Council's Multicultural Week Celebration for the Volunteer of the Year who won the award. MDAA was runner up in the category of Organisation of the Year
- A fundraising raffle was organised for the NSW Network of Women with Disability which was drawn during the AGM

- MDAA Strategic Plan priorities identified after the review of the Strategic Plan. The GC has developed proposals on the following focus areas:
  - One Stop Shop Expansion
  - Research on Ageing Advocacy
  - Projects Research and Evaluation
- MDAA Membership and Consumers Engagement Survey conducted with MDAA consumers and members to get their opinions on how we could improve our services and increase our social media engagement. 64 respondents completed the survey.
- Creation of the position for Community Liaison Officer
- Governance Health Check Assessment conducted by Justice Connect. The results found that MDAA is compliant to the requirements. In their assessment report, Justice Connect wrote “We believe that your organisation demonstrates a high level of governance in respect of governance and record management policies and conducting committee and general meetings”. They also made some recommendations which we have started to implement.
- Supported the Executive Director with her initiatives as well as the MDAA Management team including in recruitment, fund raising, promotion and lobbying.

In closing, we would like to give you advance notice that for 2022, we wish to improve our engagement with our members as a priority. We would like to hear from you with your suggestions on our future activities in a consultation meeting we will be organising before this year ends. Thank you for your support to MDAA.



*GC with Rotary members*



*MDAA AGM 2020*



*GC day out*

# Executive Director's Message



This year has been a challenging year for all of us. We faced the COVID-19 pandemic of grand proportions as it did not spare anyone in the world. Being a community service, the pandemic brought many challenges for MDAA. We needed to significantly change the way we work with our consumers, particularly those from Culturally and Linguistically Diverse (CALD) backgrounds whose preferred communication method is face to face. Using the agility and responsiveness MDAA is known for, we quickly put in place strategies including health measures in the workplace to avoid the spread and keep everyone safe and supported. Despite the challenges we faced, MDAA kept its doors open, even during the toughest lockdowns. The office was managed by a small team who volunteered to work in the office whilst the majority worked from home.

The MDAA Management and staff are proud to share with you our achievements for the year:

- Development and adoption of COVID-19 Infection Control and review of other relevant workplace policies such as the Business Continuity and Recovery Plan
- External Surveillance Audit done as per funder requirements on October 28-30 2020 and again MDAA passed without any corrective actions
- MDAA was subcontracted by the National Ethnic Disability Alliance (NEDA) to deliver the National Community Connectors Project employing 8 personnel from different ethnic backgrounds to promote the NDIS to CALD communities
- Fund raising activities carried out by the NSW Network of Women with Disability. The Network also received the Community Service Award with A\$1,000 prize by the Paramatta Leagues Club as seed money for its activities
- Successfully completed the Future Leaders Training and the Intercultural Sounds and Movements Projects with corresponding evaluation conducted for each project
- MDAA Consumer Consultation was held for Granville consumers with 30 participants attending. Regional consultations were also held in Bega; Wollongong; Newcastle and Griffith offices
- Annual Consumer Conference held called "I am Human and I Have Rights"
- MDAA strengthened partnerships with Western Sydney University Medical School; Notre Dame University and other community organisations such as the Ethnic Communities Council of NSW; Ethnic Communities Services; Immigration Advice and Rights Centre and other like minded organisations
- MDAA with our Systemic Advocate responded to relevant government reviews; collaborated and supported other organisation's submissions that are aligned with MDAA's values. These included the NEDA Submission to the Royal Commission on CALD Issues and a joint one with the Immigration Advice and Rights Centre (IARC) on the Senate Standing Committee on Family and Partner Visas
- We held a successful launch of the Photovoice project as an evaluation tool for the Active Citizen Project facilitated by Dr Michael Camit PhD. The exhibition of the participants' stories was presented during the International Day for PWD.
- Notre Dame University conducted a review of MDAA's NDIS Appeals Program and its Community Voices Project
- MDAA responded to the Disability Royal Commission CALD Issues paper, providing unique insights into the CALD person with disability experiences and barriers.
- The organisation applied for grants and we were successful in receiving a total of five grants.

In the area of workplace improvement, MDAA had accomplished the following:

- MDAA sent one of its volunteers to attend training on Testing and Tagging Electrical Equipment Course. The trained volunteer has tested and tagged all electrical appliances in our Granville office in compliance with Work Health and Safety requirements
- We have carried out renovations of the training room in Granville head office which has incorporated a kitchenette and work stations for the Advocacy team
- Ongoing Work Health and Safety monitoring for all our offices.
- Upgrade of our database to make it complaint with the Data Exchange reporting to our funding body. This included extensive training for management and staff.
- We have completed an upgrade of our digital phone system completed through the NSW government Social Sector Transformation Fund

MDAA continues our staff training and development, as our workforce is our backbone, we have delivered the following:

- Ongoing Staff Development and Networking (SDN) meetings are regularly arranged as well as some Wellness initiatives organised during the pandemic
- MDAA volunteer (Anthony Borg) and Chairperson (Vivi Koutsounadis) received recognition for their work by Blacktown City Council and the Melbourne Supreme Court respectively
- A Community Liaison Officer has been hired to do promotion and community engagement
- Performance Reviews and supervision are regularly carried out by the Managers of teams



**Human Rights Forum**



**Photovoice Launch**



**Aspire Awards**



## **MDAA's Vision:**

A society where everyone, regardless of background or disability feels welcomed included and supported.

### **Who are we?**

The Multicultural Disability Advocacy Association of NSW Inc. (MDAA) advocates for the rights and interests of all people with disability, and is considered the peak organisation for people from a non-English speaking (NES) /culturally and linguistically diverse (CALD) background with disability, their families and carers in NSW.

MDAA views culture and disability through the lens of diversity. We see diversity as a strength and promote this view in all our work.

Our three year Strategic Directions 2019-2022 will focus on three major goals. MDAA's goals and measure are set out in the Strategic Directions document which is on our website.

### **Our Vision:**

A society where everyone, regardless of background or disability, feels welcome, included and supported.

### **Our Role:**

MDAA is an advocacy organisation representing people from diverse backgrounds with disability, their families and carers in NSW.

### **Our Aim:**

MDAA is a strong voice for people from diverse backgrounds with disability. We work towards the empowerment of people to actively participate in the community, speak up for their rights and have their rights respected.

### **Goals:**

- The rights of people from diverse backgrounds with disability, their family and carers are safe and protected
- People get fair access to government and non-government services and get equally positive outcomes
- Increase the participation of people from diverse backgrounds with disability their family and carers in society

MDAA works towards achieving these goals through advocating for human rights, developing capacity, self-advocacy, building networks for marginalised communities, and creating culturally competent / responsive services and supports.



## Our main areas of work

- **Individual Advocacy:** we provide free and independent, short to medium term advocacy support to people with disability, their families and carers from diverse and/or non-English speaking backgrounds (NESB). Capacity Building Support Officers (CBSO)s support people to understand their rights and protect these rights if they have been or may be violated, as well as support individuals in reaching their goals.
- **Systemic Advocacy, Policy and Research:** we work towards positive, long-term transformations in policies, procedures, practices and service delivery in government and non-government agencies
- **Industry Development and Advocacy Development:** we provide training in cultural diversity and disability and work with services to increase their knowledge and understanding of our consumer base as well as the issues and challenges they face.
- **Organisational Development:** we work to make MDAA an organisation with strong community links and partnerships
- **Advocacy Development:** we provide information about changes to the service systems across NSW within the disability sector including the rollout of the National Disability Insurance Scheme (NDIS).
- **Projects:** we receive funding to run capacity building and awareness raising projects
- **NDIS Appeals and Review Program:** we support participants in the NDIS to review an NDIA decision through the review and appeals process.
- **Disability Royal Commission Advocacy Service:** we provide free and independent advocacy support for people taking part in the Disability Royal Commission into violence neglect, abuse and exploitation of people with disability.



# MDAA's Governance Committee

The following people were members of MDAA Governance Committee this financial year:

## July 2020 to June 2021

Vivi Germanos-Koutsounadis, Mary Kumar, Robina Yasmin, Sarah Butler, Cathy Naing and Quang Nguyen and Arnold Agda.

Co-opted: Paul Caesar and Edwin Ikwu

Thank you to all former and current Committee members for their contributions to keep MDAA's governance in line with the Constitution and legal requirements.



***Robina Yasmin***



***Arnold Agda***



***Vivi Germanos-Koutsounadis  
& Mary Kumar***



***Quang Nguyen***



***Sarah Butler***

# Structure of MDAA's Committee

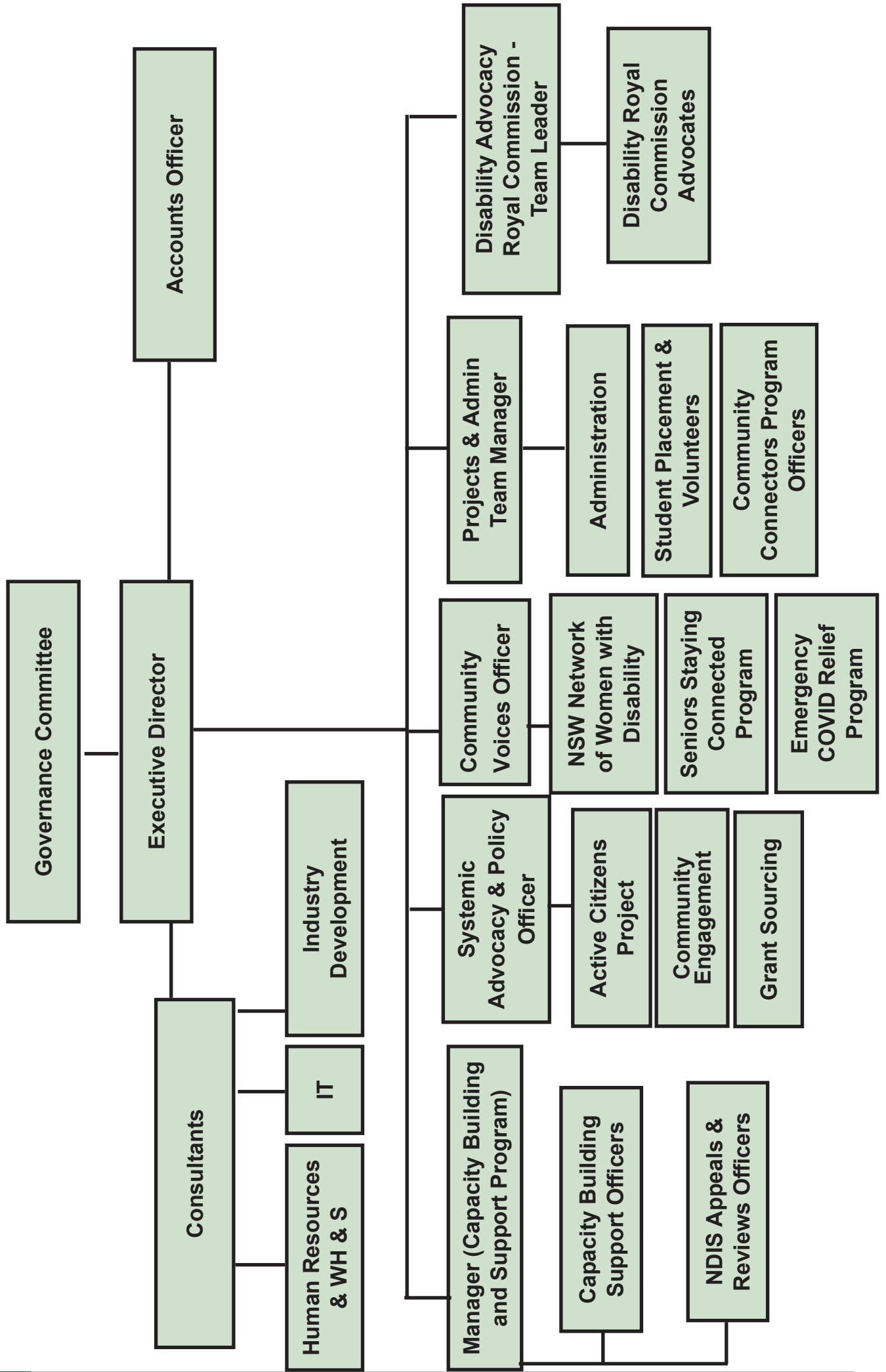
Committee	
<b>Office Bearers</b>	<p><b>Chairperson</b> – Vivi Germanos-Koutsounadis</p> <p><b>Vice Chairperson</b> – Mary Kumar <b>Secretary</b> – Arnold Agda</p> <p><b>Treasurer</b> - Robina Yasmin</p>
<b>Ordinary Members</b>	Sarah Butler, Quang Nguyen, Cathy Naing
<b>Co-opted Members</b>	Paul Caesar, Edwin Ikwu

<b>Policy Sub-Committee</b>
<p>All Governance Committee as available</p> <p>Staff support/ex-officio: Susan Laguna, Alicia Rodriguez/Sera Yilmaz</p>

<b>Finance Sub-Committee</b>
<p>All Governance Committee as available</p> <p>Staff support/ex-officio: Susan Laguna, Vani Srikumar</p>

<b>Human Resources Sub-Committee</b>
<p>All Governance Committee as available</p> <p>Staff Support/ex-officio: Susan Laguna</p>

# Organisational Accountability Structure



# MDAA Volunteers, Consultants and Students

## Volunteers

MDAA and the NSW Network for Women with Disability would not be able to continue work without the support of our volunteers. Their support is greatly appreciated and very important to our valuable work at keeping members and consumers informed of events. For example by doing mail outs, administration and promotional tasks. Our thanks to all of our dedicated volunteers at MDAA and the NSW Network for Women with Disability volunteers.

This year volunteers have contributed to the operations of MDAA such as in:

- Gardening and building maintenance
- Multimedia and general administrative duties
- Logistics for transporting consumers during capacity building projects' activities

In December 2020 Blacktown City Council awarded our volunteer, Anthony Borg, Volunteer of the Year.



## Consultants

MDAA contracts staff with particular expertise and experience to do a range of specific tasks. We would like to thank them for their valuable input to MDAA:

Loreto Eduardo - Information Technology

Maria Katrivesis - Cultural Competency Support Project; Industry Development 'cultural abilities' trainer.

Nancy Walker - Human Resources

## Students on Placement

MDAA has engaged nine students on placement this financial year from a several universities and colleges. There were two Masters of Social Work students from the Australian College of Applied Psychology (ACAP); one Social Work and five Medical students from Western Sydney University.

During their placement all were exposed to various aspects of MDAA's work; this included:

- Conducting consumers' satisfaction survey
- Running mini lectures based on consumer choice of topics such as how to manage depression, anxiety; How to recognise and minimise the impact of osteoporosis and arthritis.
- Supporting participants of capacity building projects such as Senior Staying Connected and Community Voices to familiarise themselves with technology such as Zoom, Google Duo, MyGov etc.
- Creating promotional material for projects and developing promotional database
- Identifying NDIS service/accessibility gaps through their research
- Collecting information and concerns around access to health for people with disability from CALD background
- Supporting daily operation of MDAA's reception and shadowing advocacy and project officers to learn more about advocacy and working with people from CALD with disability.

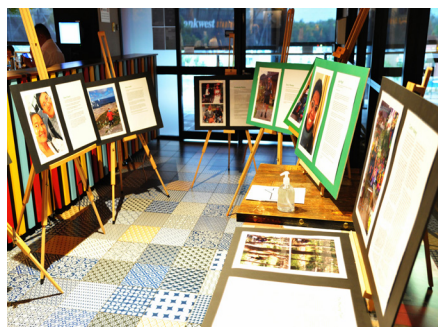
We would like to thank and acknowledge their valuable contribution to MDAA's mission to empower people with disability, their family, and carers from CALD backgrounds.

# International Day of People with Disability 2 December 2020

MDAA staff, volunteers, consumers and community members celebrated International Day of People with Disability on Wednesday, 2 December 2020 at Parramatta Leagues.

At the event the Hon. Penny Sharpe, MLC launched our PhotoVoice exhibition. The PhotoVoice activity is part of the Active Citizens project acting as a tool that uses photographs to help participants communicate about the social issues impacting their lives. This project included 6 workshops. The sessions took place from 1 October 2020 to 5 November 2020, where the participants became aware of potential funding cuts to MDAA and other advocacy services. The participants' stories cover themes of the importance of continuing advocacy funding and what MDAA means to them, and the barriers and issues they have faced in engaging with Disability Employment Services.

Ms Julia Finn, MP, local member for Granville also attended the event. Her message of support to this activity reads, "Fantastic work – a picture does tell 1,000 words. So good to see a true insight into the lives of everyone through the beautiful photographs!" We would like to extend a big "thank you" to Parramatta Leagues Club for providing us with an accessible and fun venue.



# 1. Individual Advocacy

MDAA's Capacity Building Support Officers(CBSO) provide short to medium term advocacy support to people with disability, their families and carers from diverse and/or non-English speaking backgrounds (NESB). CBSOs support people to understand their rights and protect these rights they have been or may be violated, as well as support individuals in reaching their goals. MDAA utilises a person centred approach when providing advocacy support.

MDAA has offices providing Individual Advocacy in the following locations:

- Granville, (supporting people with disability from NES/CALD background);
- Wollongong, (supporting people with disability from NES/CALD background);
- Newcastle (supporting people with disability from NES/CALD background);
- Griffith (supporting people with disability from NES/CALD background);
- MDAA City and Inner West (Supporting all people with disability);
- MDAA South East Sydney (Supporting all people with disability);
- MDAA Bega covering Bega Valley Shire (Supporting all people with disability)

The implementation of a new enquiry and intake process for Individual Advocacy enabled MDAA to have prompt responses to enquiries. As a result, MDAA supported over 1000 individuals and service providers with valuable information; increased the number of people supported and continues to shorten the waiting list for advocacy support. During Covid-19 MDAA changed the method of delivery of Advocacy for consumers and adopted an online or telephone Intake process which resulted in continuation of supports to consumers and government departments.



*Granville*



*City & Inner West*



*Newcastle*



*Wollongong*



*Bega*

## Information Forums and Activities 2020-2021

### Active Citizens Project 21 July 2020

On Tuesday, 21 July 2020, MDAA held its Active Citizens first information session. The topics covered in the session were: Human Rights, Discrimination and the Complaints Process and Global Citizens. We had two speakers from the Australian Human Rights Commission (AHRC) and United Nations Association of Australia (UNAA). Participants gave very positive feedback: they learned more about their rights and, felt empowered to take action upon learning the new information. We also discussed the social issues happening in our communities for example, drought, housing, electricity costs and access to government incentives. The message from that session was that as active citizens, we can do small things that make a big impact: spreading awareness about the issues that matter to us, being aware of our choices in the things we consume for example, single-use plastic cups, wasting less, and how we can engage with our local representatives. These include speaking up for something we care about, conducting research, making action items and providing solutions.

### Australian Aspire Awards 9 October 2020

Congratulations to MDAA's Achievement Award recipient given on Friday 9 October 2020. MDAA's Chairperson, Vivi G Koutsounadis has been recognised with the Medal of Recognition for Individual Best Achievement in Human Rights under the Australian Aspire Awards 2020. This award was presented by Commissioner John Ryan (Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability)



The Aspire Awards are supported by Funds in Court of the Supreme Court of Victoria. The awards were founded by Miranda Bain in 2015 providing an important opportunity to raise awareness about disability issues more broadly across the community and, ultimately, to support the development of an inclusive Australian society.

### End of Year Consumer Consultation 22 December 2020



On 22 December 2020, MDAA successfully held its End of Year Consumer Consultation at St Mark's Church Hall. More than 40 consumers and MDAA members attended the event in person, and additional consumers across the whole of New South Wales participated through Zoom Meeting. It was a very fruitful event. All participants, onsite or online, actively participated in the consultation. They considered the challenges in

the past year due to COVID-19 and contemplated their goals and aspirations for the upcoming year. MDAA Executive Director, Susan Laguna, concluded the consumer consultation with an inspiring speech, confirmed MDAA's achievements and consumer satisfaction in the past year, and encouraged everyone to strive to do better next year.



## Information Forums and Activities 2020-2021 (cont.)

### Disability Advocacy Royal Commission (DARC) Dec 2020

In December 2020 the MDAA Advocates for the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability took part in the annual MDAA Consumer Consultations. Advocates Nirosha Boaden and Sera Yilmaz asked consumers about their experiences of violence, abuse, neglect and exploitation to collect evidence that will help to improve the lives of people with disability by ensuring everyone's voice is heard.



The questions were discussed in a friendly, safe and supportive way and each person was given the opportunity to tell Australia about their hopes for the future. Disability Royal Commission Advocates ran Art Therapy Workshops last year for consumers to tell their stories through creative and artistic expression, and to encourage healing.

### Human Rights Conference 4 February 2021

On Thursday February 4th 2021, MDAA held its 'I am Human with Rights!' Conference at the Holroyd Community Centre. Approximately 50 people attended in person as well as many participants via Zoom. The conference was a great opportunity for consumers and staff to come together to talk about issues faced during the COVID-19 pandemic in relation to the five key focus areas reported to MDAA: NDIS, access to services, employment, accommodation and technology. The conference commenced with a panel discussion from established individuals including Christine Regan from NDIS Quality and Safeguards, Digby Hughes from Homelessness NSW, Omer Incekara from Xavier Advertising, Matthew Hana from the Liberal Party of NSW State Executive and Priscilla Sassine from the Disability Employment Services. Consumers had the opportunity to ask the panel questions, seek some advice and branch out into 'empowerment' groups, where each consumer spoke about their plans for the future in addressing any challenges they may have been facing relating to the five key areas. It was an extremely engaging session where consumers felt empowered in upholding their rights, obtained further insight and had an opportunity to network and have a good time.



### Police Forum-Cybercrime 9 March 2021

MDAA held the Police Forum – Cybercrime & Scams on 9 March 2021. 16 consumers attended the forum in person, while others participated via Zoom due to COVID-19.

Crime Prevention Officer Senior Constable Louise Lindsay was our guest speaker and Community Engagement Officer Heba Kassoua gave an excellent presentation to the group. She spoke of her own experience regarding scams and participants shared their own experiences as well. Consumers asked a lot of questions and Louise provided simple but practical solutions for people's issues regarding cybercrime and scams. Consumers enjoyed a light lunch and exchanged information. Participant's feedback included "this forum was great", and that they "learnt a lot of practical tips from police on how to deal with cybercrime and scams".



## Information Forums and Activities 2020-2021 (cont.)

### MDAA Information Forum 6 May 2021

MDAA held an Information forum about MDAA services at Alpha Park Community Hall in Blacktown on 6 May 2021 for the Fijian- Indian community. Speakers were from the Disability Royal Commission team, CBSO team and the NDIS Appeals and Reviews team.

Mely from our Community Voices project discussed her story and experiences with MDAA. 17 consumers attended the forum and the feedback was well received. Participants were pleased with the information and presentation.



### Domestic Violence forum 11 May 2021

MDAA held a forum on how to deal with Domestic Violence at St Marks church Granville on the 11 May 2021. Even though it was a difficult topic we still had 10 consumers in attendance. Participants were handed out information flyers including important information about safety and emergency situations. After the forum, consumers had lunch together. Consumers talked to each other to build friendship and form supportive networks. Participants commented that this forum was great, and they gave feedback of how they have learnt to distinguish between different types of domestic and other abuses and also how to stop and report them.

### Planning Ahead Forum 12 May 2021

MDAA held an information session about the Australian Aged Care System and Planning Ahead for Future Decision-Making on 12 May 2021. A total of 53 individuals attended in person, including 44 participants, 6 MDAA staff, and 3 guest speakers – Sora Machida from Western Sydney Local Health District (WSLHD), and Teresa Rubio and Harry Rutner from Western Sydney Community Legal Centre (WSCLC). Overall, the participants found the topics to be very interesting and informative, especially because it made them more aware of their legal rights. The participants thanked MDAA for organising such forum. They noted that the venue was nice and the event was well organised, speakers were very professional, and the organisers had excellent COVID-19 risk management protocols in place.



### TAFE NSW Mental Health Expo 18 May 2021

On 18 May 2021 MDAA staff members Sera and Marilou, with Shirley (a trained Community Voice of MDAA) were invited to speak to Mental Health students at Mt Druitt TAFE about MDAA services and advocacy. Participants gave glowing feedback with the teacher, Sylvia commenting: "Thank you so much for sending those lovely girls to provide my mental health class with their presentation on MDAA. Sera and Marilou showed such passion, empathy and knowledge for their work." The students also commented "Very informative agency presentation, recommend further presentations from these lovely ladies including Shirley Robertson, who is a fantastic strong woman"



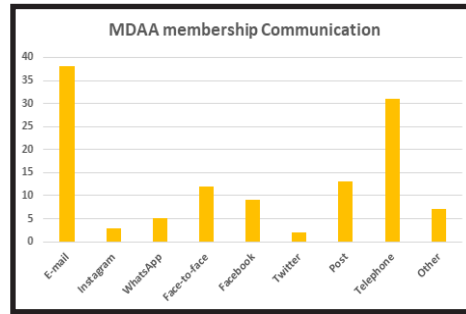
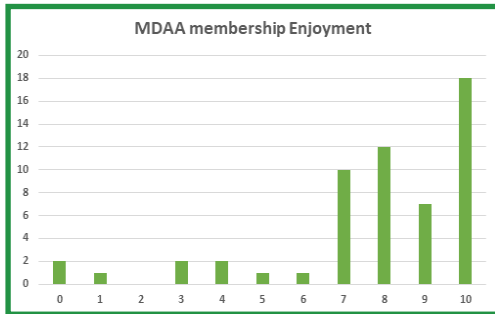
### Stroke Recovery Conference 20 May 2021

On Thursday 20 May 2021, Julie from MDAA Community Voices shared her story, challenges, and support from MDAA at the Stroke Recovery Conference at Novotel Hotel Parramatta. Sera Yilmaz, Systemic Advocate, also presented to the conference about MDAA and the ways we can provide support to people with disability. MDAA staff member, Marian and CV Shirley also held a stall at the conference.



# Organisational Report

MDAA has grown its membership in this financial year to 612 members. This includes 516 Ordinary and Family /Carer memberships and 96 Associate members. In March 2021 MDAA conducted a membership satisfaction survey. We had positive feedback on our services and activities. MDAA also received feedback regarding the ways we can improve our services and communication.



Due to the pandemic and the disruption caused to our operations, some of MDAA staff worked from home. We still delivered our advocacy services by Zoom or by phone.

MDAA has upgraded our whole phone system this year from analogue to SIP Voip which is a cloud based system. This will improve our communications such as voice, video conferencing and other technology.

We have also changed our consumer database to a Customer Relationship Management (CRM) system called Community Data Solutions. This will improve our reporting for DEX to our funding bodies and our record keeping processes.

MDAA successfully passed our surveillance Audit held in October 2020. MDAA continues to demonstrate our commitment to providing the best possible support to people with disability from CALD/NES backgrounds and promoting the rights of people with disability.



## Networking, Consultation and Promotion

MDAA continually works to reach out to emerging communities to increase their awareness of disability rights, the service systems within NSW and to also promote MDAA's work. On the next few pages are some of the promotional work and networking activities carried out by our regional CBSOs.

## MDAA Bega Networking and Promotional Activities

MDAA Bega CBSO, Nina Lavite, continues to be involved in various networking and community development events throughout 2020/2021 to promote MDAA and disability awareness. These include:

- Mental Health, the NDIS and people living in Rural and Remote areas. CBSO attended this webinar, with special guests sharing their lived experience.
- First Nations People, Mental Health and the NDIS. CBSO attended webinar -regarding the unique needs of Aboriginal and Torres Strait Islander people living with a Psychosocial Disability accessing the NDIS.
- Reimagine Working Group-Networking and Promotions - Psychosocial and NDIS support. CBSO attended via Zoom.
- MDAA Advocacy Presentation as guest speaker - Community Services Cert IV Tafe
- MDAA - Human Rights consumer presentation. Bega CBSO attended via zoom with Maria Katrivesis -facilitator, Isabelle Roe – City CBSO.
- Self-Advocacy Webinar 9 and 30 March, for consumers living with a psychosocial disability.– in collaboration with MHCC (Mental Health Coordinating Council).
- MDAA Bega Annual Consumer Consultation and Networking afternoon Tea April 2021. Bega CBSO was joined by MDAA Granville staff, Disability Royal Commission officer Yvonne Munce, NDIS Appeals officer Nicholas Lay and Active Citizens project officer Rosa Touch. The consultation highlighted regional-rural issues, systemic issues, barriers, and access to health services, transport, NDIS, and telecommunications. Lack of local Specialists and Hospital medical equipment. Special guest: Ms Kristy McBain MP, Member for Eden-Monaro spoke to the community members on issues and answered questions. Feedback received from community members of the Bega consultation was encouraging.

### Networking Meeting via Teams

- Bega CBSO attended networking meeting which included Jodie Stewart - Local Jobs Program Support Officer; Rhonnie South - Eurobodalla Shire Council; and Renee Wallace - Regional Coordinator ACT, Southern NSW, Wagga-Wagga. Projects included Local Care Workforce, Building Capacity of NDIS Providers, Aged Care Working Group, Aged and Disability Sector, Covid Strategy Recovery, Employment Project. Systemic issues were identified by all meeting members.
- Bega Interagency Meeting 12 May 2021 which focused on tenancy Issues and providing support to consumers when issues arise. Guest Speakers - Leah Farrell from Illawarra Tenancy Services, Leah Farrell, Tenant Advocate - Illawarra & South Coast Tenants Service



*Bega Consultation and Networking*

## MDAA SES Networking and Promotional Activities

MDAA South East Sydney (SES) provided advocacy support to people from all cultural backgrounds with disability during 2020-2021.

Amongst all the challenges of Covid-19 lockdowns and its impact on our normal working environment and structure, the SES Team through perseverance and commitment were able to deliver to satisfy MDAA's Work Plan for the year by contributing to an outstanding overall performance. Face-to-face meetings with our consumers was restricted during part of the year due to Covid Health and Work Orders and were effectively managed by virtual interaction. MDAA SES continued to provide support to our consumers by Zoom and/or phone. Through the year the SES Team have represented MDAA in the LGAs of Georges River Council, Bayside Council, Sutherland Shire Council, and part of City of Randwick Council. The SES Team have represented MDAA by facilitating and participating in community forums, attending interagency meetings, and promoting our services at workshops facilitated by other services providers who we work with in partnership in the region.

### SES Networking and Promotion 2020 – 2021:

- Participated in the Disability Interagency workshop hosted by Sutherland Shire Council.
- Participated virtually in the Chinese Disability Peer Support Group bi-monthly meeting.
- Attended the "Understanding Mental Distress Workshop" held at the St George Research & Education Centre, Kogarah. The workshop was organised by Mental Health Service of the SES Local Health District.
- MDAA SES hosted a Chinese Community Forum about the Disability Royal Commission presented by Sara Yilmaz and Active Citizens program by Rosa Touch. This event was held at the Conference Room of the Advance Diversity Services, Hurstville.
- Attended St George Refugee Week Workshop that was hosted by Advance Diversity Services at the St. George Community Centre, St George Bank Building, Kogarah.
- Attended the Disability Interagency network virtual session on Mental Health
- Attended the Redfern Legal Centre's webinar on Policing & Justice Reforms
- Attended the Sydney Vocational Support Network (SVSN) Interagency Meeting
- Participated in the Advance Diversity Services Training on 'Workplace Emergency Management' delivered by NSW Fire Brigade
- MDAA SES team also hosted the Immigration Rights Forum held in Granville, which was presented by Gregory Rohan (senior solicitor) from Immigration Advice & Rights Centre about carer visas.



*Chinese Community Information Forum*



*Immigration Rights Forum*



*Violet presenting*

# MDAA Wollongong Networking and Promotion Activities

MDAA Wollongong continues to create strong working relationships with other service providers in the Illawarra area within the government and non-government sector.

The Capacity Building & Support Officer (CBSO) continues to lift the profile of MDAA in the Illawarra region. They also continue to protect and secure the rights and interests of people with disability and their families and carers, focusing on those CALD/NES backgrounds.

MDAA Wollongong continues to grow with its consumer base and aims to continue to develop this into the next financial year.

## Promotion of MDAA

MDAA Wollongong's profile has grown in the Illawarra region due to ongoing participation and involvement in the following:

- MDAA Wollongong held a stall at the Illawarra Disability Expo.
- Worked with Illawarra Multicultural Services, alongside the Community Connector and Support Coordinator to establish stronger working relationships with the multicultural community.
- Created strong working partnerships and networking with other services in the area. These include but not limited to Local GP services, Legal Aid Wollongong, Uniting LAC, Refugee Health, Multicultural Domestic Violence Advocacy and Supported Accommodation Homelessness Services Shoalhaven Illawarra.
- Attended regular meetings with Illawarra Networking Group.

We are excited to continue strengthening these newly established partnerships and progressively grow our capacity to provide quality advocacy services for the people of the Illawarra.



*Illawarra Disability Expo*

## MDAA City and Inner West Networking and Promotion

MDAA City and Inner West (CIW) provided advocacy support to people from all cultural backgrounds with disability living in the City and Inner West area for 2020/2021. They also provided advocacy services for Indigenous people regarding Housing issue and Legal Aid referrals.

With CIW Capacity Building Support Officer (CBSO) support, consumers achieved positive outcomes regarding Housing issues and other consumers became confident in exercising their rights and standing up for their own rights.

MDAA CIW provides strong advocacy work for people with disability, their family and carers. Many consumers and service providers expressed their appreciation verbally or wrote compliment letters to thank the CBSOs.

### **Promoting and Networking**

- MDAA CIW attended inter-agency meetings to network with other services via Zoom due to COVID-19 restrictions.
- MDAA CIW received referrals from other community services because of MDAA's strong advocacy work and good outcomes for people with Housing issues.

City & Inner West advocates participated in the following:

- In October 2020, CIW has successfully passed Business Audit with positive feedback from the auditors.
- Natalie Deng organised a Cyber Crime & Scams forum for MDAA consumers on 9 March 2021. People with disability attended the forum and interacted with the presenters – Merrylands Police officers. Many people participated the forum via Zoom due to COVID-19 precautions.
- Isabelle Roe organised the Aboriginal Torres Strait Islander Cultural Competency Staff Training on 30 July 2020.



*Cyber Crimes Scams Forum*

# MDAA Newcastle Networking and Promotion Activities

MDAA Newcastle office moved from the Hunter Multicultural Communities in Waratah to the Multicultural Neighbourhood Centre in Lambton at the beginning of 2021.

Consumers and services were informed through direct contact, networks and Interagency. Due to Covid 19 restrictions the Capacity Building support Officer (CBSO) Joanne Chater had also been working between home and the office which ensured continuation of service to our consumers.

## MDAA Newcastle Networking and Promotion Activities

MDAA Newcastle CBSO continues to build on the relationships forged and develop new connections to further promote and raise awareness of MDAA services and the rights and interests of people with disability and their families and carers, focusing on those from CALD and NESB.

- MDAA Newcastle CBSO organised and hosted a consultation for Consumers in May at the Multicultural Neighbourhood Centre. Yvonne Munce, Disability Royal Commission; Rosa Touch, Active Citizens project; and Nicholas Lay, NDIS appeals attended from MDAA head office in Granville. The consultation although not well attended due to concerns re COVID 19 and the end of Ramadan was well received. The consultation resulted in new enquiries and raised awareness of the comprehensive services MDAA offers.
- The Multicultural Interagency and Refugee Network Newcastle has combined and re-named to the Hunter Multicultural Action Group and run on the last Monday of the month. Meetings went online due to COVID 19 with zoom invitation.
- MDAA Newcastle CBSO continues to create strong collaborative working relationships with other service providers in the Hunter Region within the government and non-government sector. Strong referral and support links have been fostered with Service Providers including: Human Services Centrelink Multicultural Liaison Officer, NDIA NDIS Local Area Coordinators and Planners and Access and Enquiry Teams, Coordinators of support Service Providers and NDIS service providers Uniting (LAC program contract now with Uniting), Ideas Connectors Catholic Care, Refugee Hub, Hunter New England Health including Refugee Health, STARTTS, General Practitioners, Settlement Services International / Northern Settlement Services including Migrant and Refugee family support

## Community Development / Engagement

CBSO Newcastle attended several events and expos and consultations throughout the year to represent MDAA. As a result of COVID 19 and restrictions imposed some of these were attended online via various platforms. These included:

- Future Choices Virtual Transition from School to work Expo via online platform September.
- Humanitarian Settlement Program – CBSO represented MDAA on panel to discuss barriers to Refugee CALD PWD accessing NDIS and other services. Success and barriers. November
- NSW Seniors Day hosted by the Hunter Multicultural communities in April.
- Multicultural Expo organised and hosted by Multicultural Neighbourhood centre held at the Station in Newcastle in May.



*Multicultural Neighbourhood Centre*



*Newcastle Forum*



*Multicultural Expo*



# MDAA Griffith Networking and Promotion Activities

## MDAA Griffith Networking and Promotional Activities

MDAA Griffith has been involved in various networking and community development events throughout 2021 to promote MDAA and raise awareness with other service providers in the Griffith and surrounding Riverina region.

Some key activities and achievements of MDAA Griffith throughout 2021 are listed below:

- Attendance and participation in local multicultural Interagency meetings – providing valued support and allowing key networking opportunities to develop collaborative relationships across a broad range of service providers.
- Women Empowerment Group - Women from culturally and linguistically diverse (CALD) background living with disability and their carers were invited to form a group where they can meet once a month and do activities together to support their mental health.
- Griffith Interagency monthly meetings were attended through zoom and in person. MDAA consultation with consumers were promoted through interagency meetings, church, local schools, library, hospitals in Griffith area. These meetings were an excellent opportunity to network with other Service Providers and to promote MDAA Services.
- A Grant was awarded to MDAA Griffith for the NSW Government COVID-19 Emergency Relief Grant for Vulnerable Temporary Visa Holders and Specialist Migrant and Settlement NGOs funding program.
- MDAA Griffith together with Red Cross and Centre Care South-West formed a group in which men from CALD-background would meet together with the focus being on empowering their mental health. The group consisted of widows and older men.
- In conjunction with other services and the Griffith Community Centre, MDAA Griffith participated in the creation of the community garden which is located at the Community Centre. This space was created for the community to socialise whilst enjoying the garden.
- MDAA Griffith participated in Neighbourhood Centre week. The organisation was promoted whilst some of MDAA's consumers participated in the activities which took place.
- Participation in The Griffith Collaborative against abuse of older people and adults with disability.
- MDAA Griffith CBSO promoted MDAA during Harmony week with participation in an event held at Griffith Community Centre.

Rochelle Croucamp was appointed in the position of Capacity Building and Support Officer(CBSO) for the MDAA Griffith Office in February 2021. We would like to thank the outgoing Griffith CBSO, Rebecca Mwankenja for her work in the MDAA Griffith office.



*Rochelle Croucamp*



*Community Garden*



*Rebecca Mwankenja*

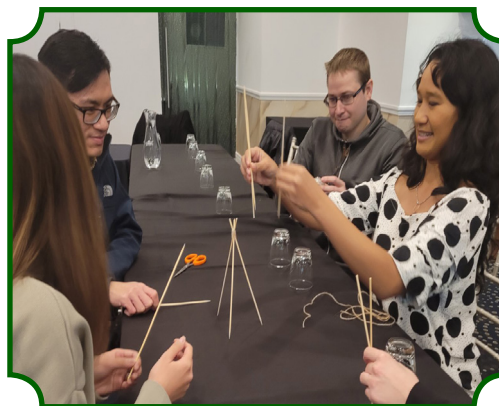
## Professional Development & Training Organised For MDAA's Staff

MDAA staff meet on a regular basis to undertake training and professional development activities, with Regional workers taking part via teleconference. In addition to our monthly meetings, staff also undergo quarterly Staff Networking and Development Days when Regional workers joining their colleagues at our head office. This enables staff to network and take part in learning and development sessions by building on their skills and enhancing their work. Due to COVID-19 restrictions this year most of our training and development has taken place online via Zoom or Microsoft Teams.

MDAA encourages its workers to continually update and improve upon their skills by providing regular in-house as well as external training opportunities. MDAA consults with staff via yearly staff training surveys and regular feedback during supervision sessions to identify topics of interest and learning needs.

During the 2020-2021 financial year, MDAA organised training sessions for all its workers staff, volunteer and students on placement, below are examples of some of these training activities:

- Mental Health Advocacy and Guardianship - Ms Helen Seers, Mental Health Advocacy Service
- Effective Writing - Dr Irena Veljanova, Head Social Work University of Western Sydney
- Working with Aboriginal Communities - Gai Merheine
- Training on Presentation Skills - Kathy Kai, Michael Said (Toastmasters)
- Disability Employment Service (DES) - Priscilla Sassine MTC
- Individual and Group Insights for Maximum Performance in Teams - Brian Lorenz
- Skill Building Workshop, Self Awareness and Reflective Practice- Elanor Seeto
- Guardianship information - Tim Chate, Intellectual Disability Rights Service
- Reflective Practice- Maria Katrivesis
- Hesta presentation on Superannuation
- Two sessions of Advocacy Essentials training - Maria Katrivesis
- Working with Interpreters training - Maria Katrivesis
- Planning events training - Maria Katrivesis



***MDAA Staff activities***

## Success and Feel Good Stories

John\* is 63 years old, from a CALD background with psychosocial disability. John needed support appealing the rejection of his Housing transfer application. He faced significant language barriers and did not understand why this request was declined, nor how to appeal the decision. The barriers he faced was exasperated by COVID-19 restrictions, particularly in service changes from face-to-face engagement to providing information online or over the phone.



John expressed his frustration with being unable to advocate for himself. These frustrations negatively impacted his anxiety and depression. MDAA's Advocate ensured that John firstly understood why his transfer request was declined, what additional information he would need to source, and explained the processes of appealing the decision. The Advocate then contacted Housing to request for an extension of appeal time, which allowed John to get the additional documentation he needed. With the additional supporting documents, Housing approved John's transfer request to a 2-bedroom apartment that is suitable for his needs. Having a suitable home has had a significant, positive impact on John's life.

Mona\* is 56 years old, from Arabic speaking background who has physical disability. Mona relied on support from her daughter with communication in English, but made it clear that she wanted the skills to advocate for herself and be more independent. Mona was looking for advocacy support as she did not know why her application for the Disability Support Pension (DSP) had recently been rejected by Centrelink. Additionally, she also sought support from MDAA to apply for housing from Housing NSW. MDAA's Advocate worked effectively with an interpreter to support Mona understand why her DSP application had been rejected and possible steps forward. Mona was requested to send more evidence to support her claim. Her application had not been cancelled, rather suspended pending further information.

The Advocate provided information and guidance on what information was needed and Mona was able to collate the evidence required. The Advocate also provided resources for Mona to understand the kind of evidence required for her Housing application. After gathering strong evidence for both Housing and Centrelink, and her increased capacity in liaising with service providers, at the end of the 30 days within her advocacy action plan Mona had signed a new lease with Housing NSW and had also been approved to receive the Disability Support Pension. Mona expressed her appreciation and noted her increased sense of independence. Having a place to live and a steady income has had a positive impact on her and her family life.

Tina\* is a 36 year-old female, who has a severe intellectual disability and requires support in all areas of daily living. Tina is not an NDIS participant and relies solely on informal supports. Tina's carer liaised with an MDAA Advocate in putting together a short-term Individual Advocacy Action plan, in hopes that Tina could get access to the NDIS. The Advocate assisted Tina and her carer through all aspects of the NDIS application process.

In just over a month, Tina's carer had informed the Advocate that Tina was granted access to the NDIS. Great coordination between the Advocate and the carer made it possible for Tina to have new chapter in her life with better support, community connection and accessibility.

*\*name changed to protect identity*

# Individual Advocacy

The Multicultural Disability Advocacy Association of NSW Inc. (MDAA) received and responded to 1233 enquiries for information and assistance/support. In addition, MDAA's CBSOs supported 832 consumers with more than 1400 issues. Proudly, MDAA exceeded its target for 2020/2021 for Individual Advocacy. The number of enquiries and number of consumers increased especially during the time of COVID-19 lockdowns.

During 2020-2021 some of the issues for people supported by MDAA were:

1. NDIS
2. Accommodation
3. Entitlement/Subsidies
4. Legal
5. Discrimination/Rights

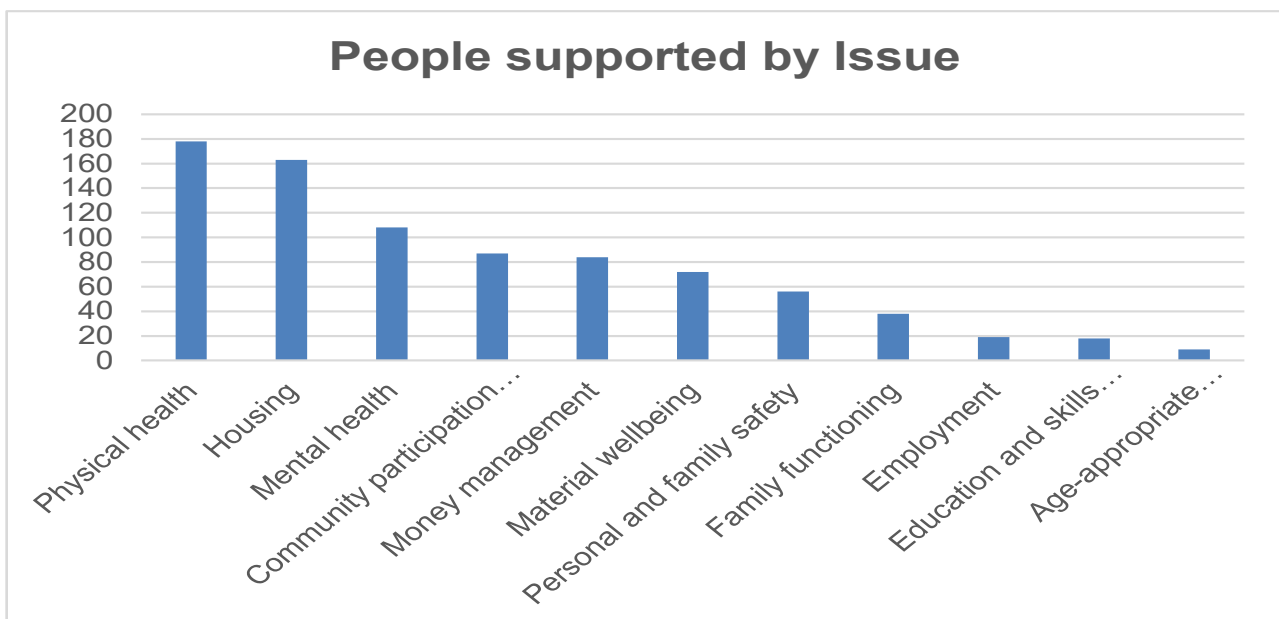
Other issues included: Community participation, Finance, Employment, Education, Aids-Equipment, Recreation/ Social, Respite, Personal Care, Physical Access, Transport, NDIS, Isolated/Vulnerable, Abuse/Neglect and COVID and vaccination related matters.

A total of 255 consumers were informed about their rights and responsibilities and improved skills and built capacity such as self-advocacy, empowering to navigate in disability support system and assisted with upskilling for employment and education. Some of our community forums' topics were Immigration Rights Forum, Human Rights, MDAA Services, My Aged Care, Immigration, how to deal with domestic violence, Australian Aged Care System, Planning Ahead for Future, Decision-Making, Community Safety, Carer Gateway, Chinese Community, Cyber Crime & Scams. Partnership and collaboration with our key stakeholders including community organisations, government and non-government agencies and finding ways to address the challenges that people with disability, family and carers face were also the focus for the Capacity building Support Team.

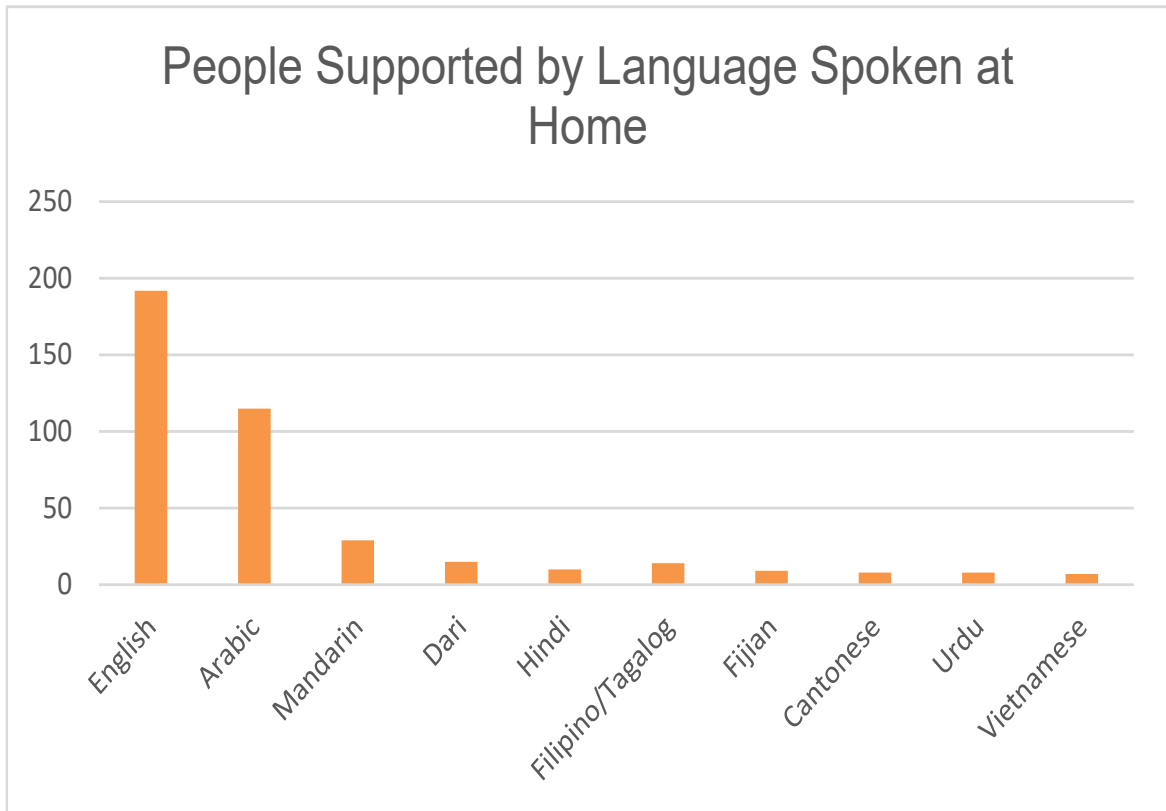
There are number of interagencies and working groups MDAA also takes part in to speak up for people with disability from CALD backgrounds. We also have existing connections.

The following graphs show the top ten indicators in each category.

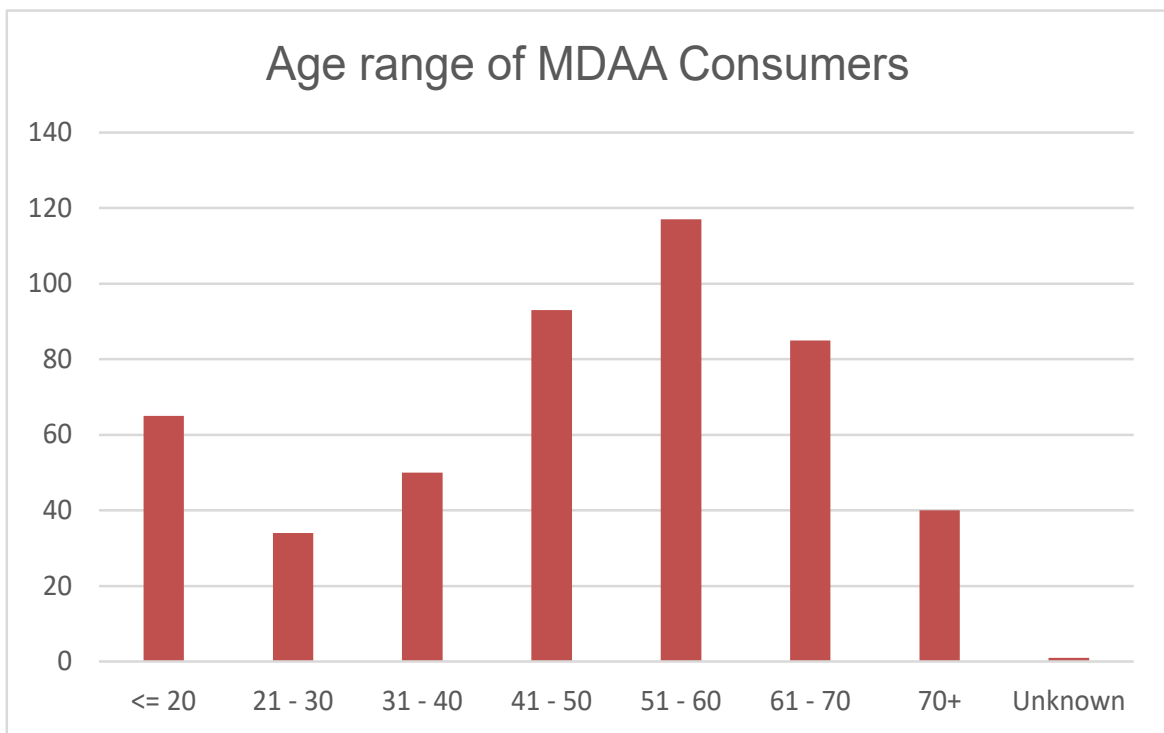
## PEOPLE SUPPORTED BY ISSUE



## PEOPLE SUPPORTED BY LANGUAGE SPOKEN AT HOME



## PEOPLE SUPPORTED BY AGE



## Systemic Advocacy

MDAA's systemic advocacy program works across all areas to improve policies, producing research and reports, and working with various stakeholders to identify strategies to improve and advocate for people with disability, their families and carers. Our program identifies various opportunities for change to improve access to services, and empower people from CALD backgrounds with disability to have agency in their lives by speaking up, participating in campaigns. Our strategies throughout the year spanned across holding various consultations and forums, writing submissions, and participating in meetings with external bodies as indicated below, where MDAA:

- Produced and submitted MDAA's Submission to the National Disability Strategy Position Paper - July 2020
- Produced and submitted MDAA's response to Australia's 2021-22 Migration Program Discussion Paper – February 2021
- Produced and submitted MDAA's submission in response to: Improving outcomes of people with disability under the National Disability Strategy and the National Disability Insurance Scheme Introductory Paper.
- Completed (submitted) joint submission with NEDA & IARC relating to Joint Standing Committee on family reunion, partner and carer visa's
- Completed MDAA's submission to Labor's Multicultural Engagement Taskforce
- Met with a number of stakeholders including: NSW Women's Alliance, the National Library of Australia, Immigration Advice and Rights Centre, National Ethnic Disability Alliance (NEDA), NSW Council of Social Service (NCOSS), Blacktown LGA Interagency Meetings, the LOTE Agency, DCJ Consultative Group meetings, Inner West Disability Forum, MDAA Women's Network, Fairfield City Council Multicultural Advisory Committee, Labor Multicultural Engagement Taskforce, Vietnamese Community in Australia (VCA) NSW Chapter, Forced Marriage Network, Disability Advocacy Network Australia, Department of Home Affairs, Members of Parliament
- Joined with the Women's Alliance Safe State Sexual Violence letter signatory group
- Prepared consultation Groups with MDAA consumers to produce MDAA's submission in response to: Improving outcomes of people with disability under the National Disability Strategy and the National Disability Insurance Scheme Introductory Paper.
- Worked together with the DRC team to produce the CALD Engagement Issues Paper
- Prepared and submitted MDAA's submission response to: The NSW Joint Select Committee Coercive Control Discussion Paper. This also involved conducting a roundtable discussion with MDAA consumers relating to the lived experiences of coercive control.
- Presented "Politics and lobbying" for the Active Citizens Group
- Appeared and gave evidence on behalf of MDAA at the State Parliament's Joint Select Committee on Coercive Control Hearing
- Participated in the National Redress Scheme with DSS and Synergies
- Presented at Stroke Recovery Association NSW Conference relating to MDAA systemic and individual advocacy
- Traveled to Griffith MDAA office to present DRC and systemic issues to Griffith consumers and community- Spoke to area news (Griffith Local Media) and Cllr Anne Napoli from Griffith City Council
- Participated in IARC's immigration rights forum with MDAA

Whilst it has been a difficult year for MDAA consumers due to COVID-19, our team have managed to continue providing services via alternate means and focusing heavily on bringing the consumers lived experiences to the attention of policy makers through ongoing submissions, consultations and discussions with various stakeholders.

## Disability Advocacy Royal Commission

The Disability Royal Commission (DRC) was formed after the community raised serious concerns about the widespread mistreatment of people with disability. The purpose of the Disability Royal Commission is to:

- Prevent and better protect people with disability from experiencing violence, abuse, neglect, and exploitation.
- Achieving best practice in reporting, investigating, and responding to violence, abuse, neglect and exploitation of people with disability
- Promoting a more inclusive society that supports people with disability to be independent and live free from violence, abuse, neglect, and exploitation.

The DRC aligns with the values of MDAA as it also aims to promote, protect, and secure the rights and interests of people with disability.

The MDAA Disability Royal Commission team (DRC team) is into their second year of supporting people with disability to tell their story to the DRC about their experience of violence, abuse, neglect, or exploitation. The MDAA DRC team provides free, independent, and confidential advocacy support for people with disability who have experienced violence, abuse, neglect and exploitation, as well as their families and carers to share their experiences with the DRC. The team provides referrals to free psychological support and free legal advice.

Over the past year the team has supported over 70 consumers to tell their story to the DRC, highlighting the barriers they face daily and making recommendations to improve life for people with disability.

Some of the issues consumers have raised are:

- Access to the NDIS
- Family abuse
- Barriers with accessing education
- Health treatments
- Disability provisions in the workplace
- Historical abuse
- Police matters
- Housing and accommodation

The DRC team has provided an in-depth response to the CALD Issues paper, providing insight to the DRC from MDAA consumers. The response has emphasised issues and barriers specific to CALD communities, focusing on systemic and structural changes required to improve their lives.

The DRC team has joined up with NDIS appeals team, working in collaboration to support consumers who have experienced neglect because they have not been granted access to appropriate services. The DRC team has partnered with the projects team to travel to the regional offices to meet with consumers to support them to tell their story.

The team looks forward to supporting many consumers to make a submission that shares their experiences as a person with disability.



## Industry Development

In 2020 – 2021 Industry Development focused on the following three objectives:

### **1. MDAA provides high quality advocacy and other services to the people with disability it supports.**

MDAA recognises the role that training and ongoing skills development plays in building a culturally competent and responsive workforce.

To this effect MDAA has:

- Provided staff with opportunities to reflect on their work practice supports staff to build cultural competence capacity by:
- Reflecting on their experiences to improve actions and professional practice
- Challenging assumptions and question how we do our work
- Questioning what it is that we know and how we come to know it

MDAA has incorporated reflective practice in its monthly staff development sessions and conducts monthly reflective practice sessions with two of its teams: DARC and Administration. One of the most powerful outcomes coming out of these reflective practice sessions has been the opportunity to improve not just individual work practice but also reflect on and come up with solutions for improving whole of organisation practice, including input into organisational policy and practices, eg improvements to our recruitment practices and planning events and forums.

Advocacy Essentials: MDAA regularly runs advocacy essentials training as part of its staff orientation program. This year we ran two programs one for the new CBSOs and one for the Community Connectors Program. We ran 6 two-hour sessions in each program. Due to COVID restrictions we ran these sessions over Zoom.

Working effectively with Interpreters with training was again provided for MDAA staff. This was a face-to-face session and provided us with opportunities for role plays, enabling participants to practice their skills when working with an interpreter. We also had the benefit of staff with bilingual skills as well as some staff who have trained as interpreters. We were able to draw on all these skills making the session very practical and worthwhile.

Again, we successfully completed the NSDS surveillance audit for Standards 1, 3, 4 and 6 with no corrective actions. We supplied over 180 individual pieces of evidence for the Granville office and around 50 pieces of evidence each for MDAA CIW and MDAA Bega. We continue to demonstrate our commitment to providing the best possible supports to people with disability from CALD backgrounds and promoting the rights of people with disability.

### **2. MDAA's Governance Committee is effective and efficient**

This year, through the CCSP, we provided training to members of the Governance Committee to support them to represent MDAA at meetings, conferences and events.

### **3. MDAA continues to be recognised as a leader in cultural competency**

COVID has somewhat impacted on the CCSP capacity to support the sector work effectively with the diversity of their communities. We completed the partnership project with the Mental Health Coordinating Council (MHCC) where we worked with MDAA consumers on the codesign of the Reimagine Today resources and we provided one session in Wollongong to CALD communities on Human Rights of people with disability.



*MDAA Staff Training*



## Community Voices Project

MDAA has been running the Community Voices (CV) project for more than 20 years. The project develops the skills and abilities of people with disability from CALD/NES background, their family and carers to share their stories and experiences, and to raise awareness about disability in the community. In the 2020-2021 financial year the Community Voices project has delivered a refresher course lasting six weeks and a public speaking course to 5 participants. There were also face to face as well as online presentations and promotions on zoom during this time. During the COVID-19 pandemic lockdown and restrictions, the CV project participants were trained on delivering online presentations and this improved their technical skills and confidence, which increased community participation/presentation virtually.



## NSW Network of Women with Disability

The NSW Network of Women with Disability is an unfunded program that provides a space for women with disability to connect, establish friendships and engage in peer support. It is run and lead by people with disability and focuses on engaging people from a Culturally and Linguistically Diverse (CALD)/ Non-English-speaking background (NESB). The network was established more than 10 years ago and has been a great way to empower women with disability who are often at greater risk of isolation and abuse.

These are the highlights for this year:

- Group meeting 25 August 2020 – Granville Office
- Submission for Parramatta Leagues Club Community Grant- Received \$1000.00 plus gift certificate
- Cooking class activity with Pauline David and Enabling Narratives Project with Zhila Hasanloo 02 December 2020
- International Day for PWD 10 December 2020- Paramatta Leagues Club 60 Attendees
- International Women's Day - Paramatta Leagues Club - 80 participants
- Wollongong Outing in Randall Park- 02 May 2021- 25 Attendees
- Cuppa in the River - 16 June 2021 - 44 Attendees using Discovery Voucher
- Launching of the Coffee Maker Machine - 23 June 2021- 35 Attendees

The Network has been meeting regularly via Zoom to plan for future activities and sharing their experiences during this COVID-19 pandemic.



*Nepean River outing*



*International Women's Day*

## NDIS Appeals and Reviews

It has been a very successful year for MDAA's NDIS Appeals Program, with assistance provided to 113 consumers. This is up from 105 consumers in the previous year.

The two types of decisions being reviewed and/or appealed were:

- 1) Access requests: where applicants were refused access to the NDIS. This year 40% of our Reviews and Appeals were related to Access requests;
- 2) Reasonable and Necessary supports: this is where participants were not provided with adequate funding in their NDIS plans. 60% of our Reviews and Appeals were related to Reasonable and Necessary supports.

Of the 113 cases, 103 were resolved successfully, which equates to a 92% success rate. This is significantly higher than the state average success rate of 73%. Importantly, this result is not just a statistic. It represents people with disability, mainly from a non-English speaking background.

MDAA has successfully supported them to access the NDIS, for the first time or receive much needed funding for reasonable and necessary supports, such as:

- A child with high needs being granted over \$500,000, in reasonable and necessary support who requires high intensive care around the clock;
- An increase for reasonable and necessary supports through Early Childhood Early Intervention for funding for Applied Behavioural Analysis (ABA) therapy for children with Autism. This has been achieved both through the internal review and the external review processes.
- A teenage female with complex physical and psycho-social disabilities, living with her friends being granted over \$100,000 in additional reasonable and necessary supports by the Tribunal after a hearing, without the support of Legal Aid NSW, as they had refused funding on the basis that this matter did not have a likelihood of success.

In addition to those fantastic results, other noteworthy achievements include:

- Successful NDIS Appeals forums were held in Western Sydney, Newcastle, Bega and Griffith;
- MDAA continues to inform participants of their rights under NDIS Legalisation on an individual basis, when supporting them through the NDIS review and appeals process.
- A report into the NDIS Appeals Process for people from CALD backgrounds, was commissioned by MDAA. The report was written by Dr Louise St Guillaume, a Lecturer and Discipline Coordinator, Sociology at the University of Notre Dame. Unfortunately, due to the Covid-19 outbreak the event was postponed and was held online. The report was launched by Dr Fiona Martin, the Federal Member for Reid, as well as a Member of the Joint Standing Committee for the NDIS. Other special guests included the Honourable John Ryan AM, Disability Royal Commissioner and Ms Jackie Finlay, Senior Solicitor, Legal Aid NSW.

The NDIS Appeals & Reviews team have enjoyed assisting our consumers through the NDIS reviews and appeals process. Our lovely consumers have been so happy with our services, they have provided small gifts of appreciation shared with staff and volunteers at MDAA.

## MDAA Active Citizens

The Active Citizens Project aims to provide information to help people with disability, their carers and family members from a culturally and linguistically diverse background to speak on issues important to them.

The topics this project covers are:

- Human rights, how federal law protects us against discrimination, racism and how to make a complaint
- Democratic society – inclusion of everyone to have their say
- Levels of government, how to lobby, how local council and councillors can support community needs
- Citizenship – rights and responsibilities
- Services that help to make complaints about NSW government state services
- Consumer rights

During the 2020–2021 period, 13 information sessions took place.

The speakers from external organisations included:

Australian Human Rights Commission, United Nations Association Australia, Health Care Complaints Commission, Cumberland Council, NSW Fair Trading, Department of Home Affairs, NSW Ombudsman and Irena Veljanova from Western Sydney University. Sera Yilmaz and Zaya Toma from MDAA also provided information on how to lobby and how laws are made in Australia.

This project also collaborated with Intellectual Disability Rights Service to run their Your Life Your Rights course that ran for 4 weeks. There was a positive response from participants in the session about legal problems and what to do if you need to speak with the police.

Another activity that took place in October – November 2020 was the Photo Voice workshops. PhotoVoice is a way for participants to tell their stories using photos. They can talk about the issues that are important to them and it also aims to create positive social change.

On 2 December 2020, in celebration with the International Day of People with Disability, the Active Citizens PhotoVoice Exhibition was launched. Our special guests were The Hon. Penny Sharpe, who launched the exhibition and Ms Julia Finn MP who gave a speech.

In April – May 2021, the Project Officer coordinated consultations with the MDAA CBSO team. We travelled to Bega, Wollongong, Newcastle, Southeast Sydney and Griffith offices. It was a good opportunity to see the issues community members are facing. Ms Kristy McBain MP joined the Bega session. Councillor Anne Napoli joined the Griffith session,

There was average of 71 participants from CALD backgrounds with disability and carers attending the Active Citizens workshops and activities. The languages of those who attended the Active Citizens activities included: Vietnamese, Eritrean, Cambodian, Thai, Arabic, Indonesian, Hindi, Maltese, Chinese, Burmese, Fijian, Spanish, Bosnian and Filipino.



*PhotoVoice launch*

## National Community Connectors Program

The Community Connector project ran from July 2020 to June 2021 and was supervised and supported by The Federation of Ethnic Communities Councils of Australia (FECCA) and National Ethnic Disability Alliance (NEDA). The MDAA Community Connectors Program (CCP) consisted of 20 staff who supported people with disability to gain access to the National Disability Insurance Scheme (NDIS) with their application. The CCP staff spoke 12



different languages which greatly benefitted individuals from CALD backgrounds. They were assisted in culturally sensitive way and were able to express their needs without fear of being misunderstood. The CCP's engaged and established relationships with various organisations, including community and ethnic groups, social services organisations, schools, government agencies, health facilities, places of worship, and disability service providers.

Despite COVID-19 restrictions, CCP continued to carry promotional activities in different languages through online platforms, and participated in local government interagency meetings, community hub activities, and disability support group meetings. In total, the CCPs conducted and participated in 110 different community engagements, and interacted with 1,257 people from CALD communities in 4 LGAs (Cumberland, Parramatta, Fairfield and Liverpool).

The CCP officers received the total of 168 enquiries and a total of 13 NDIS applications were successful. Some people with disability submitted their own applications. Some of the applications of active consumers applying for NDIS who were referred to local area coordinators (LACs) or MDAA advocates.

Based on submitted monthly reports, case studies, and some feedback/evaluation forms completed by consumers and partnered with the Charles Darwin University, The CCP at MDAA has accomplished the following tasks:

- Support people with disability, families and carers to access information and support they require to successfully engage with the NDIS. The CCPs supported the NDIA and Partners in the Community (PITC) in building trusting relationships and culturally appropriate engagement
- Increased NDIS accessibility within community members by help them to complete NDIS access request form
- Link CALD people who are not eligible for NDIS to community mainstream services.
- Provide advocacy support to consumers, families and carers, to gain confidence, resilience, and increased ability to self-advocate
- Provided access to language and culturally appropriate services.
- Provided respectful engagement with community members and program participants
- Provided Assertive Outreach to CALD communities in a culturally sensitive manner, including breaking down barriers to accessing the NDIS and developing trust and rapport.
- Raised awareness about disability to CALD communities in a culturally sensitive manner.
- Supported participants and their representatives during planning and review meetings by providing non-biased cultural support and assist CALD participants and their representatives with submitting a request for a Plan review (if they don't have a Support Coordinator).
- Provided advice to the NDIA staff and PITC regarding systemic issues raised by consumers and their supporters.

## Seniors Staying Connected Project

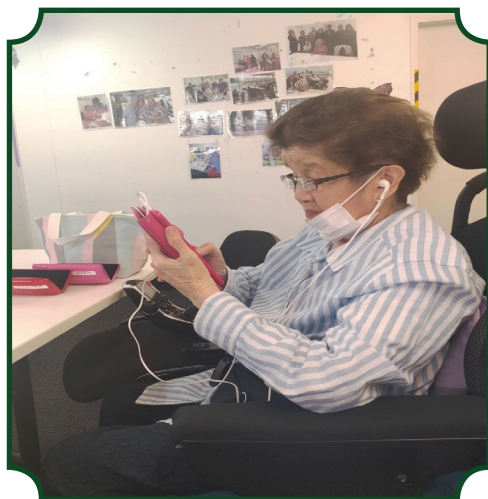
This year MDAA successfully completed the Seniors Staying Connected Project which was funded by a grant from Parramatta Council. The project was for one year and provided free and accessible IT training with experienced facilitators for seniors and people with disability from CALD and NES backgrounds.

The Seniors Staying Connected project was designed to empower people with disability through interactive IT training sessions online and one on one practice on technology in order to increase their social connection, improve knowledge in operating IT devices and increase confidence during the Covid 19 Pandemic.

The project provided training on:

- How to join zoom meeting and navigate zoom – 7 October 2020
- Creating Facebook account and designing cards – 14 October 2020
- How to delete your Facebook account – 21 October 2020
- How to install Apps from Play Store and navigating Google maps – 11 November 2020
- How to set reminder for appointments on your mobile phone calendar - 2 December 2020
- How to get information using the Google search engine- 16 December 2020
- How to create a Gmail Account – 13 January 2021
- How to create and share videos on YouTube – 27 January 2021
- QR Code – Meaning and how to use it – 10 February 2021
- Stocard – Loyalty Card Wallet- 17 February 2021
- Visit to Chau Chak Wing Museum – 24 February 2021
- Google Duo- Video Calling App – 3 March 2021
- Snapseed Photo App – 17 March 2021
- How to use Google Translate – 31 March 2021
- Ebay/ Online Market Place- How to advertise, sell and buy – 7 April 2021
- How to use your mobile phone as a magnifying glass 14 April 2021
- Travel Opal Card – 12 May 2021
- Ridesharing Apps in Australia – 26 May 2021
- Face App – 2 June 2021

The project successfully trained more than 25 participants with disability, their families, and carers.

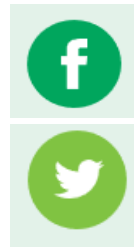


*Seniors Staying Connected participants*

# Organisational Development

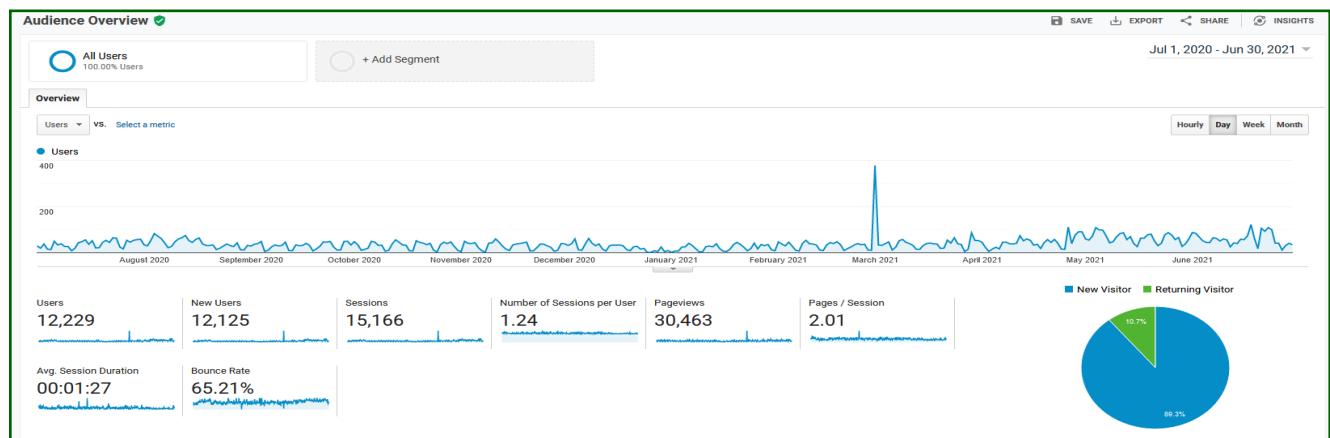
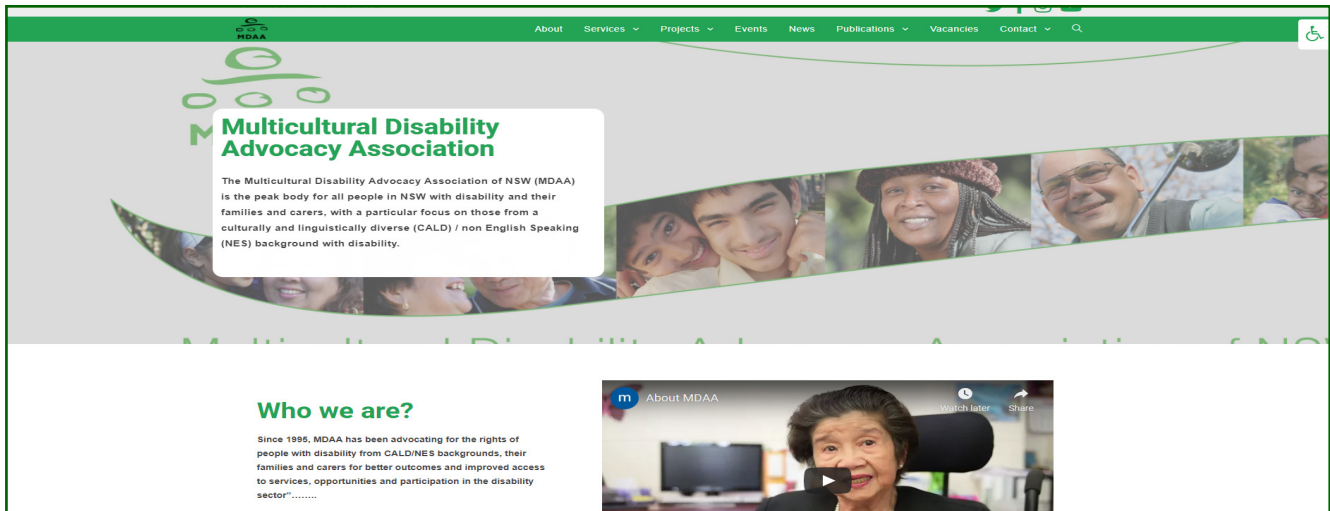
MDAA Admin staff have been busy updating MDAA's website. MDAA has had approximately 12,000 users during the 2020/2021 financial year with more than 30,000 page views. Our website offers quick and easy access to information about MDAA services and projects, and focuses our mission to secure the rights of all people with disability. MDAA has increased its followers on Facebook to over 2000 and 500 followers on Twitter. We also have a brand new Instagram account.

MDAA has

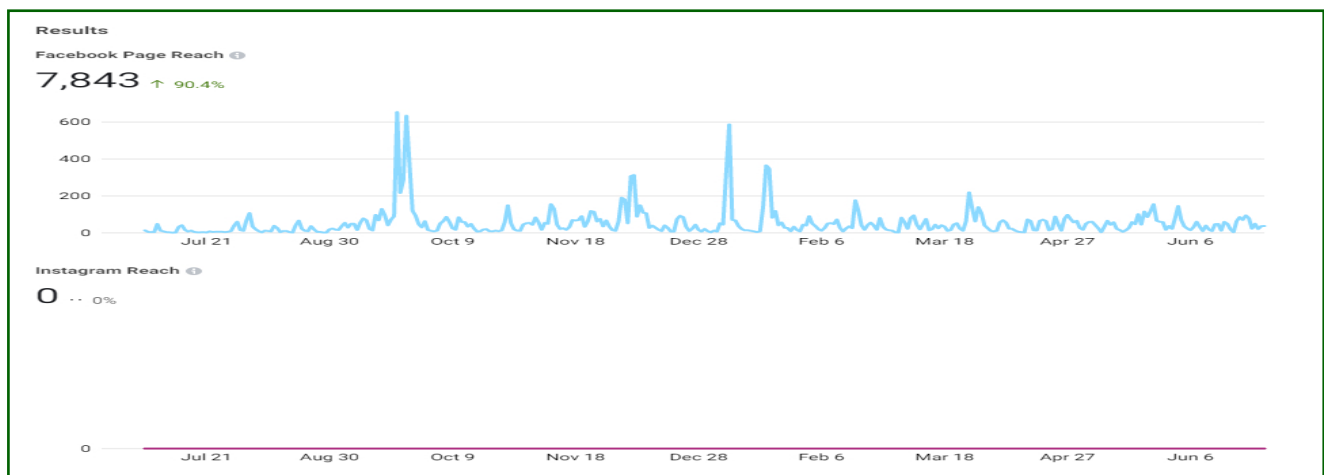


**2158 followers on Facebook**

**513+ followers on Twitter**



**MDAA Website 1 July 2020 to 30 June 2021**



**Facebook insights 2020-2021**

## Treasurer's Report



As the Treasurer of Multicultural Disability Advocacy Association (MDAA), it is my pleasure and honour on behalf of the Governance Committee (GC) to present MDAA's audited financial report for the period 1 July 2020 – 30 June 2021. This report reflects the overall position of MDAA's financial performance at the end of the financial year.

MDAA funding bodies have continued their support throughout the year to sustain the important disability advocacy role and other key projects for culturally and linguistically diverse (CALD) people and communities through the Commonwealth and State governments; Department of Social Services (DSS), Department of Communities and Justice (DCJ) respectively as well as from the National Disability Insurance Scheme's Information Linkages and Capacity Building (ILC) and National Ethnic Disability Alliance (NEDA). Although COVID-19 had resulted in some service delivery changes, MDAA has and continues to overcome and grow as a successful organisation.

The combined total revenue for the financial year ending in 2021 was \$3,333,378 – an increase from the revenue of the financial year ending 2020 which was \$2,627,718.

The total expenditure for the financial year ending in 2021 was \$3,195,346 – in comparison from the expenditure of the financial year ending 2020 which was \$2,478,752.

The net surplus for the financial year ending in 2021 was \$138,032 – in comparison from the net surplus of the financial year ending 2020 which was \$148,966.

Enclosed within the AGM report, is the detailed audited financial report which outlines all incomes and expenditures for the financial year highlighting the transparent, accurate breakdown of MDAA's finances. I would like to emphasise that management and operation of the MDAA's financial system is overseen by the Treasurer, Chairperson and Executive team of the GC along with a CPA qualified financial controller. The financial report summarises MDAA assets, what it owns, its liabilities and equity.

The financial statements show that the MDAA is solvent and is continuously promoting better financial practices in the organisation reflecting the an expansion, growth and capability with control and compliance.

I extend my sincerest gratitude to all the funding bodies, various organisations and entities, community members, governance committee, staff, volunteers, and persons who donated, supported and recognised the value of the work MDAA does. It is not just the funding that allows MDAA to be successful but the shared vision to promote a society where everyone, regardless of background or disability feels welcomed included and supported.

Yours Truly,  
Robina Yasmin – MDAA Treasurer

# Multicultural Disability Advocacy Association of NSW Inc.

ABN 60 737 946 674



## **AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2021**



MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC  
ABN 60 737 946 674  
FINANCIAL STATEMENTS  
AS AT 30 JUNE 2021

MULTICULTURAL DISABILITY ADVOCACY  
ASSOCIATION OF NSW INC

FINANCIAL STATEMENTS FOR THE YEAR ENDED  
30 JUNE 2021

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Statement of Cash Flows	7
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Independent Auditors' Report	11

**MULTICULTURAL DISABILITY ADVOCACY  
ASSOCIATION OF NSW INC  
EXECUTIVE'S REPORT  
FOR THE YEAR ENDED 30 JUNE 2021**

Your executive present the Annual Financial Report on the Multicultural Disability Advocacy Association of NSW Inc for the financial year ended 30 June 2021.

**Directors**

The names of the executive in office at any time during or since the end of the financial year are:

Vivi Germanos-Koutsounadis  
Robina Yasmin  
Mary Kumar  
Cathy Naing  
Sarah Butler  
Arnold Agda  
Paul Caesar  
Quang Nguyen

The executive have been in office since the start of the financial year to the date of this report unless otherwise stated.

**Principle Activity**

The principal activity of the Association during the year was to promote, protect and secure the rights and interest of people who are Culturally and Linguistically Diverse(CALD)/non-english speaking background (NESB) with disability and their families and carers.

No significant change in the nature of that activity occurred during the year

**Significant Changes in State of Affairs**

No significant changes in the state of affairs of the Association occurred during the year.

**Results**

The surplus from operations of the company for the year, after providing for tax was \$138,032 (2020 \$148,966 surplus).

This statement is made in accordance with a resolution of the Executive of Multicultural Disability Advocacy Association of NSW Inc and is signed for and on behalf of the Committee by

*for*  
*M Kumar*

**Chairperson**

*Robina Yasmin*

**Treasurer**

**Granville**

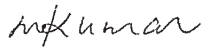
October 2021

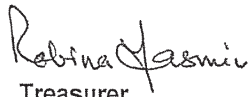
MULTICULTURAL DISABILITY ADVOCACY  
ASSOCIATION OF NSW INC  
EXECUTIVE'S DECLARATION  
FOR THE YEAR ENDED 30 JUNE 2021

The Executive declare that in their opinion:

- (a) The attached financial statements and notes thereto comply with the Australian Accounting standards
- (b) The attached financial statements and notes thereto give a true and fair view of the financial position and performance of the association
- (c) The attached financial statements and notes thereto are in accordance with the Associations Incorporation Act 2009
- (d) There are reasonable grounds to believe that the association will be able to pay its debts as and when they become due & payable.

This statement is made in accordance with a resolution of the Executive of Multicultural Disability Advocacy Association of NSW Inc and is signed for and on behalf of the Committee by

  
for-Chairperson

  
Treasurer  
Granville

October 2021

**Auditors Independence Declaration**

To the Executive of the Multicultural Disability Advocacy Association of NSW Inc

I declare that, to the best of my knowledge and belief, during the financial year ended 31 December 2020 there have been:

- (a) No contraventions of the auditors independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) No contraventions of any applicable code of professional conduct in relation to the audit.

  
Stephen Sproats  
Registered Company Auditor  
7/288 Newline Road Dural

15 October 2021

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC

STATEMENT OF COMPREHENSIVE REVENUE & EXPENDITURE  
FOR THE YEAR PERIOD 30 JUNE 2021

	2021	2020
<b>REVENUE</b>		
Grant- DCJ	1,097,165	1,049,868
Grant - DSS	1,253,872	1,129,349
NDIS	83,616	240,404
NEDA	772,706	
Interest	16,608	28,037
Cash Flow Boost	37,500	62,500
Other Income	71,911	117,560
	<u>3,333,378</u>	<u>2,627,718</u>
<b>EXPENDITURE</b>		
Advertising	100	372
AGM	2,070	3,011
Audit & Legal Fees	11,438	5,640
Bank Charges	699	638
Catering	11,703	6,398
Cleaning	17,622	18,763
Committee Management Costs	13,801	11,912
Computer	105,376	67,842
Consultants	85,659	94,144
Depreciation	12,661	13,084
Doubtful Debts Provision	-	8,862
Insurance-General	13,531	9,730
Workers Compensation	70,722	87,922
Internet	11,424	13,527
Motor Vehicle	4,696	6,326
Office Furniture and Equipment	18,952	8,842
OHS Costs	17,240	18,034
Printing, Postage & Stationary	21,549	22,346
Program Cost	18,892	46,338
Promotional Expenses	3,783	19,794
Provision for Employee Leave	101,618	79,175
Provision for Motor Vehicle	-	-
Rent	41,768	46,376
Repairs & Maintenance	6,650	9,726
Salaries & Wages	2,252,582	1,614,156
Staff Recruitment	12,585	20,426
Sundry	17,600	14,450
Subscriptions	3,282	2,797
Superannuation Contribution	211,603	152,794
Telephone, Website, Internet	76,062	40,702
Training	5,009	4,256
Travelling Expenses	5,741	12,250
Utilities	15,511	11,356
Volunteer	3,417	6,763
	<u>3,195,346</u>	<u>2,478,752</u>
<b>NET SURPLUS ( DEFICIT)</b>	138,032	148,966
<b>TOTAL COMPREHENSIVE INCOME FOR YEAR</b>	138,032	148,966
Accumulated Funds Brought forward	1,456,222	1,307,256
<b>TOTAL ACCUMULATED FUNDS</b>	<u>\$ 1,594,254</u>	<u>\$ 1,456,222</u>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC  
 STATEMENT OF POSITION  
 AS AT 30 JUNE 2021

	2021	2020
<b>ACCUMULATED FUNDS</b>	<b><u>\$ 1,594,254</u></b>	<b><u>\$ 1,307,256</u></b>
Represented by		
	Note	
<b>CURRENT ASSETS</b>		
Cash on Hand	1,300	1,300
Cash at Bank	426,428	32,964
Trade Debtors	7 79,362	14,013
Shares	3,617	3,617
Deposit	-	-
Prepayments	35,603	30,224
Term Deposit	<u>1,530,668</u>	<u>1,514,240</u>
<b>TOTAL CURRENT ASSETS</b>	<b><u>2,076,978</u></b>	<b><u>1,596,358</u></b>
<b>NON CURRENT ASSETS</b>		
Property, Plant & Motor Vehicles	8 <u>1,004,673</u>	<u>1,017,333</u>
<b>TOTAL NON CURRENT ASSETS</b>	<b><u>1,004,673</u></b>	<b><u>1,017,333</u></b>
<b>TOTAL ASSETS</b>	<b>3,081,651</b>	<b>2,613,691</b>
<b>CURRENT LIABILITIES</b>		
Creditors & Accrued Expenses	9 738,247	546,651
Provision for Equipment Replacement	10 48,000	48,000
Provision for Employee Costs	11 675,519	546,263
Provision for Programs	<u>25,631</u>	<u>16,555</u>
<b>TOTAL LIABILITIES</b>	<b><u>1,487,397</u></b>	<b><u>1,157,469</u></b>
<b>NET ASSETS</b>	<b><u>\$1,594,254</u></b>	<b><u>\$1,456,222</u></b>

MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC  
STATEMENT OF CHANGES IN EQUITY

Balance at 30 June 2019	\$1,307,256
Net Operating Surplus ( Deficit)	\$148,966
Other Comprehensive Income	\$0
<b>Total Comprehensive Income</b>	<u>\$148,966</u>
<b>Balance at 30 June 2020</b>	<u><u>\$1,456,222</u></u>
Net Operating Surplus ( Deficit)	\$138,032
Other Comprehensive Income	\$0
<b>Total Comprehensive Income</b>	<u>\$138,032</u>
<b>Balance at 30 June 2020</b>	<u><u>\$1,594,254</u></u>

STATEMENTS OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
<b>Cash flows from operating Activities</b>		
Receipts from Funding Bodies & clients	\$3,333,378	2,627,718
Payment to suppliers and employees	2,434,489	2,434,489
<b>Net cash inflow from operating Activites</b>	<u>898,889</u>	<u>193,229</u>
Net increase ( Decrease ) in cash held	409,892	193,229
Cash at beginning of year	1,548,504	1,355,275
<b>Cash at End of Financial year</b>	<u><u>\$1,958,396</u></u>	<u><u>\$1,548,504</u></u>

Reconciliation of operating Surplus (deficit) after tax to Net Cash inflow  
From Operations

Operating Surplus ( Deficit ) After Income Tax	138,032	148,966
Depreciation	12,661	13,084
( Decrease ) Increase - Trade debtors	- 65,349	71
- Prepayments	- 5,379	- 20,494
- Deposit	-	3,048
- Shares	-	- 2,476
- Creditors	191,595	50,298
- Provision for Leave	129,256	732
- Payroll		
- Provision for Programs	9,076	
	<u>\$409,892</u>	<u>\$193,229</u>

**MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION OF NSW INC  
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2021**

**1. Corporate Information**

Multicultural Disability Advocacy Association of NSW Inc operates under the Association Incorporation Act. Its business operates in throughout Sydney Metropolitan and NSW

**2. Summary of Significant Accounting Policies**

**(a) Basis of Preparation**

This general purpose financial report has been prepared in accordance with Associations Incorporation Act 2009 (NSW), Australian Accounting Standards and other authoritative pronouncements of the AASB & Urgent issues group interpretations. The financial report has been prepared on the basis of historical cost and does not take into consideration changing values of money or current valuations of non current assets. Cost is based on the fair values of the consideration given in exchange for assets.

**(b) Significant accounting judgments, estimates & assumptions.**

The preparation of financial statements requires management to make judgements, estimates & assumptions that affect the application of policies and reported amounts of assets, liabilities, income & expenses. The estimates and associated assumptions are based on historical experience and other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgments. Actual results may differ from these estimates

The estimates & underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current & future periods.

**(c) Revenue Recognition**

Revenue is recognised when the association is legally entitled to the income and the amount can be quantified with reasonable accuracy and is net of GST.

**(d) Expenditure**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category

**(e) Cash**

Cash & Cash equivalents in the balance sheet comprise cash at bank and in hand and in short term deposits are stated at their nominal value

**(f) Trade Debtors**

Trade Debtors are stated at original invoice amount less any Provision for doubtful debts where applicable. Normal trading terms are 7 to 30 days. No provision for doubtful debts was made in 2021.



(g) Property, Plant & Equipment

Land is recorded at cost & Buildings are stated at cost less accumulated depreciation. Motor Vehicles are stated at cost less accumulated depreciation and any accumulated impairment losses.

(h) Grants in Advance

Grants in Advance are carried forward at their original amount and are to be provided subsequent to the balance date

(i) Employee Leave Provisions

The liability for Annual & Long Service Leave & Sick is recognised and measured at the amount expected to be paid when liabilities are settled.

(j) Provisions

These are recognised when there is a present obligation as a result of past funding and it is probable that an outflow will be required using reasonable estimates.

(k) Government Grants

Grants are matched against expenditure in the year expenditure is incurred and in accordance with funding body's requirements when services are performed or conditions fulfilled

## 5. Income Tax

The Association is registered under the Charitable Collection Act, 1934, as amended, and is exempt from income tax

## 6. Activities

The financial statements include the following projects DCJ, DSS and NDIS Funding

	2021	2020
<b>7. Trade Debtors</b>	\$	\$
Trade Debtors & Other Debtors	88,224	22,875
Less Provision for Doubtful Debts	<u>8,862</u>	<u>8,862</u>
	<u>79,362</u>	<u>14,031</u>
<b>8. Fixed Assets</b>		
Equipment, Furniture & Fittings – at cost	89,943	89,943
Accumulated Depreciation	<u>(79,967)</u>	<u>(78,858)</u>
Net Book Value	<u>9,976</u>	<u>11,085</u>
Motor Vehicles – at cost	35,818	35,818
Accumulated Depreciation	<u>(35,818)</u>	<u>(35,818)</u>
Net Book Value	<u>0</u>	<u>0</u>
Land at cost	547,000	547,000
Buildings at cost	574,889	574,889
Accumulated Depreciation	<u>(127,192)</u>	<u>(115,641)</u>
Net Book Value	<u>994,697</u>	<u>1,006,248</u>
Total Non Current Assets	<u>1,004,673</u>	<u>1,017,333</u>

**9. Creditors & Accrued Expenses**

Trade Creditors & Accruals	161,981	201,653
GST payable	39,125	(14,753)
PAYG Payable	33,846	50,558
Grants in Advance	<u>503,295</u>	<u>309,193</u>
Total	<u>738,247</u>	<u>546,651</u>

**10. Provision for Equipment Replacement**

Equipment & Furniture	23,000	23,000
Motor Vehicle	<u>25,000</u>	<u>25,000</u>
Total	<u>48,000</u>	<u>48,000</u>

**11. Provision for Employee Costs**

Accrued Wages	84,704	56,750
Annual Leave Provision	242,621	171,321
Long Service Leave Provision	117,218	89,032
Redundancy Provision	210,009	210,009
Salary Benefit	2,776	4,076
Superannuation Payable	<u>18,191</u>	<u>15,075</u>
Total	<u>675,519</u>	<u>546,263</u>

**13. Financial Risk Management**

The Association's financial instrument consists mainly of deposits with banks, local money market instruments, short term investments, accounts receivables & payable.

The totals for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements are as follows:

	2021	2020
<b>Financial Assets</b>	\$	\$
Cash	1,949,323	1,550,502
Receivables	<u>79,362</u>	<u>14,031</u>
<b>Total Financial Assets</b>	<u>2,028,685</u>	<u>1,564,533</u>
<b>Financial Liabilities</b>		
Trade & Other Payables	<u>738,247</u>	<u>546,651</u>
<b>Total Financial Liabilities</b>	<u>738,247</u>	<u>546,651</u>

14. Contingent Liabilities	\$Nil	\$Nil
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15. Capital Expenditure Commitments	\$Nil	\$Nil
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**INDEPENDENT AUDITORS REPORT  
TO MEMBERS OF MULTICULTURAL DISABILITY ADVOCACY ASSOCIATION INC**

**Opinion**

I have audited the accompanying financial statement of Multicultural Disability Advocacy Association Inc which comprises the Statement of Financial Position as at 30 June 2021, Statement of Changes in Equity, Statement of Comprehensive Income and Cash flow statement for the year ended on that date, notes comprising a summary of significant accounting policies and the executive assertion statement.

In my opinion, the accompanying financial statement of Multicultural Disability Advocacy Association Inc is in accordance with the Incorporated Associations Act Associations Incorporation Act 2009, including:

- (a) giving a true and fair view of the associations financial position as at 30 June 2021 and of its financial performance for the year then ended on that date: and
- (b) complying with Australian Accounting Standards (including the Australian Accounting Interpretations) and Associations Incorporation Act 2009.

**Basis for opinion**

I conducted the audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the 'Auditors responsibilities for the Audit of the financial statement' section of my report. I am independent of the association in accordance with the ethic requirements of the Accounting Professional & Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to my audit of the financial report in Australia, and I have fulfilled our other ethical responsibilities in accordance with the code.

I believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my audit opinion.

**Responsibilities of the Responsible Entities for the Financial Statement**

The management of the Incorporated Association are responsible for the preparation a financial report that gives a true and fair view and have determined the basis of preparation described in Note 1 to the financial statement is appropriate and in accordance with Australian Accounting Standards and the Associations Incorporations Act 2009 and for such internal control as the executive determine is necessary to enable the presentation of the financial report that is free of material misstatement, whether due to fraud or error.

In preparing the report the financial report, the responsible persons are responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible persons either intend to liquidate the association or to cease operations or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the associations financial reporting process.

#### Auditors Responsibilities for the Audit of the Financial Statement

My objective is to obtain reasonable assurance about whether the financial report as a whole is free of material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material, if, individually or in aggregate, they could be reasonably be expected to influence the economic users taken on the basis of this report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. I also

- Identify and assess the risks of material misstatement of the financial report whether due to fraud or error, design and perform audit procedures responsive to those risks and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery intentional omissions misrepresentations or the override of internal control
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures by the responsible persons.
- Conclude on the appropriateness of the responsible persons' use of the going concern basis of accounting and based on the audit evidence obtained, whether material uncertainty exists related to events or conditions that may cast significant doubt on the association ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in the Auditors report to the related disclosures in the financial statement or if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of the audit report. However, future events or conditions may cause the association to cease as a going concern.
- Evaluate the overall presentation, structure and content of the financial statement, including the disclosures, and whether the financial statement presents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the responsible persons regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control I identify during the audit. effectiveness of the association's internal control



Stephen A Sproats  
Registered Company Auditor 3932

Dural  
20 October 2021

# Multicultural Disability Advocacy Association of NSW Inc.



## Head Office

10-12 Hutchinson St,  
PO Box 884  
Granville NSW 2142  
Phone: 9891 6400  
Toll Free: 1800 629 072  
Fax: 02 9897 9402  
NRS: 133 677  
mdaa@mdaa.org.au  
ABN: 60 737 946 674

## City and Inner West

02 9698 7100  
ciw@mdaa.org.au

## Griffith

Phone: 02 6962 5399  
mdaa.griffith@mdaa.org.au

## South East Sydney

Phone: 02 9597 5455  
ses@mdaa.org.au

## Newcastle

Phone: 0434 745 586  
newcastle@mdaa.org.au

## Bega

Phone: 02 6492 0200  
bega@mdaa.org.au

## Wollongong

Phone: 0434 745 582  
wollongong@mdaa.org.au

**Website:** [www.mdaa.org.au](http://www.mdaa.org.au)

**E-mail:** [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au)

**Facebook:** [www.facebook.com/MDAAOfficial](http://www.facebook.com/MDAAOfficial)

**Twitter:** [www.twitter.com/@MDAA\\_NSW](http://www.twitter.com/@MDAA_NSW)



MDAA Inc. gratefully acknowledges funding provided by the Australian Government through Commonwealth funding grants from the Department of Social Services and from the NSW government from the Department of Communities and Justice